



Republic of Rwanda
Ministry of Education



SERVICING GUEST ROOM

HKOGR001

Perform Guest Room Services

Competence

RQF Level: Not Applicable

Learning Hours



Credits: Not applicable

Sector: Hospitality and Tourism

Trade: Housekeeping Operations

Module Type: Specific module

Curriculum: HOTHKO0001- Industrial Based Training

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Issue Date: November, 2022

Purpose statement	This module is intended for an apprentice in short course of industrial based training certificate, where apprentice acquires skills, knowledge and attitudes required to clean and service guestrooms in the accommodation establishment. The module focuses on performing guestroom entry procedures, bed making, dusting the room surfaces and furniture, cleaning and sanitizing the bathroom as per hotel procedure. This person may work at hotel, inns, apartment, resorts, barracks, motels, etc.			
Delivery modality	Training delivery	100%	Assessment	Total 100%
	Practical work	100%	Formative assessment	50%
			Summative Assessment	50%

Elements of Competency and Performance Criteria

Elements of competency	Performance criteria
1. Perform bed marking	1.1 The guest room is appropriately entered according to the standards operating procedures
	1.2 The bed is correctly stripped according to the standards operating procedures
	1.3 The bed is correctly arranged and decorated according to the hotel standards
2. Perform Cleaning bathroom	2.1 Bath room fixtures and fittings are appropriately cleaned as per the types of their surfaces
	2.2 Ceiling and floor are correctly cleaned according to their degree of soilage
	2.3 Bath room amenities are appropriable replenished according to the hotel standards
3. Clean guest room	3.1 The guest room is adequately checked according to the Standards Operating procedures
	3.2 Room floor is appropriately dusted/mopped/ vacuumed according their types
	3.3 The guest room is correctly Inspected and reported according to the

Course content

Learning outcomes	At the end of the module the learner will be able to: 1. Perform bed marking
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	2. Perform Cleaning bathroom 3. Clean guest room
1. Learning outcome 1: Perform bed making	Learning hours:
Indicative content	
• Entering the guest room ✓ Interpret meaning of Guest room cards present on the door ✓ To knock a guest room professionally ✓ Open the guest room ✓ Introduce yourself to the guest founded in the room • Stripping the bed ✓ Check for guest belongings ✓ Removed dirty linen ✓ Check for stains on the mattress or mattress protector • Arrangement and decoration of the bed ✓ Respect steps of arranging bed after stripping ✓ Reset the be to the appropriate ✓ Put the decorative linen	
Resources required for the learning outcome	
Equipment	Housekeeping trolley
Materials	Cleaning clothes, furniture polish and multipurpose cleaner
Tools	Door stopper, DND and make my room card, bed sheets, mattress protector, pillows, pillow Cases, pillow protector, decorative cautions, bed runner, bed night frill, duvet, duvet cover
Facilitation techniques	• Demonstration and simulation • Practical exercise

	Trainer guided
Formative assessment methods	Performance assessment

Learning outcome 2: perform cleaning bathroom	Learning hours:
Indicative content	
Bath room fixtures and fittings are appropriately cleaned as per the types of their surfaces ✓ Clean toilet and sink ✓ Clean shower ✓ Clean bathroom mirror Ceiling and floor are correctly cleaned according to their degree of soilage ✓ Remove cobwebs ✓ Spot clean any stain from the ceiling ✓ Wet cleaning the floor ✓ Perform deep cleaning accordingly Bath room amenities are appropriable replenished according to the hotel standards ✓ Clean the amenities tray ✓ Remove the finished amenities or the used one in the departure room ✓ Put the missing amenities consideration the room occupancy	
Resources required for the indicative content	
Equipment	Scrubbing machine/polishing machine
Materials	Glass cleaner, toilet cleaner, furniture polish, multipurpose cleaner, airfreshner, scrubbing powder
Tools	Toilet brush, scrubbing brush, cleaning clothes of different colors, sponges, scoring pads, cobweb brush, mop, mopping unites
Facilitation techniques	- Practical exercises - Individual activity - demonstration - Trainer guided
Formative assessment methods	Performance assessment

Learning outcome 3: Clean guest room	Learning hours:
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Indicative content	
• Check the guest room ✓ Check the Maintenance issues ✓ Check missing items ✓ Check lost and found • Dusted/Mopped/ Vacuumed the floor ✓ Select appropriate cleaning products, tools or equipment ✓ Wet clean the surface or vacuum the carpet ✓ Dry the surface • Inspection and report ✓ Check the arrangement of furniture ✓ Check for an forgotten guestroom facilities ✓ Report the new status of guestroom	
Resources required for the indicative content	
Equipment	Scrubbing machine/polishing machine, vacuum cleaner
Materials	Glass cleaner, toilet cleaner, furniture polish, multipurpose cleaner, airfreshner, scrubbing powder
Tools	Scrubbing brush, cleaning clothes of different colors, sponges, scoring pads, cobweb brush, mop, mopping unites
Facilitation techniques	• Practical exercise • Individual activity • Trainer guided • Problem solving
Formative assessment methods	• Performance assessment • Product based assessment

Integrated/Summative assessment (For specific module)

Integrated situation

As room attendant you are given a work sheet indicating rooms to clean from room 101 to 112 you are required to perform bed making, clean bathroom and clean guest room. All cleaning facilities are in housekeeping store which is on second floor and you have to do everything within 8 hours.

Tools	Caddy box with chemical bottles
Equipment	Housekeeping trolley , Vacuum cleaner, scrubbing machine and polishing machines
Materials/ Consumables	Guestroom amenities, tea facilities for room, guest room stationaries, cleaning products

Assessable outcomes	Assessment criteria (Based on Topics)	Indicator	Observation		Marks allocation
			Yes	No	
Learning outcome 1: Perform bed making (20%)	1. Guest room is well entered according to the standards?	Smartness			
		Follow steps			
	2 Bed well stripped as per standards?	Strip one by one linen			
	3 Beg is well arranged and decorated according to the standards?	Use appropriate linens			
		Hospitality corner well done			
		Speed			
Learning outcome 2: Perform cleaning bathroom (40%)	1 Bathroom fixtures and fittings are well cleaned as required?	Use appropriate chemicals			
		Use appropriate equipment			
		Use appropriate tools			
		Clean all corners			
		Speed			
	1. Ceiling and floor are well cleaned as per	Use appropriate chemicals			

	standards?	Use appropriate equipment			
		Use appropriate material			
		Use appropriate tools			
Learning outcome: 3 Clean guest room (40%)	3.1 Guest room is well cleaned as per standards	Check the guest room			
		Room id dusted			
		Inspection and report			
	3.2 Dust and mop/ vacuum well performed as per standards	Use appropriate chemicals			
		Use clean dusting cloths			
		Use appropriate equipment			
		Use appropriate tools			
	3.3 Inspection and reporting of the room is correctly done	Furniture are well arranged			
		Check if there no cleaning facility forgotten in the room			
		Check if nothing among the dirty linen have been left behind in chairs			
Total marks		100			
Percentage Weightage		100%			
Minimum Passing line % (Aggregate): 70%					